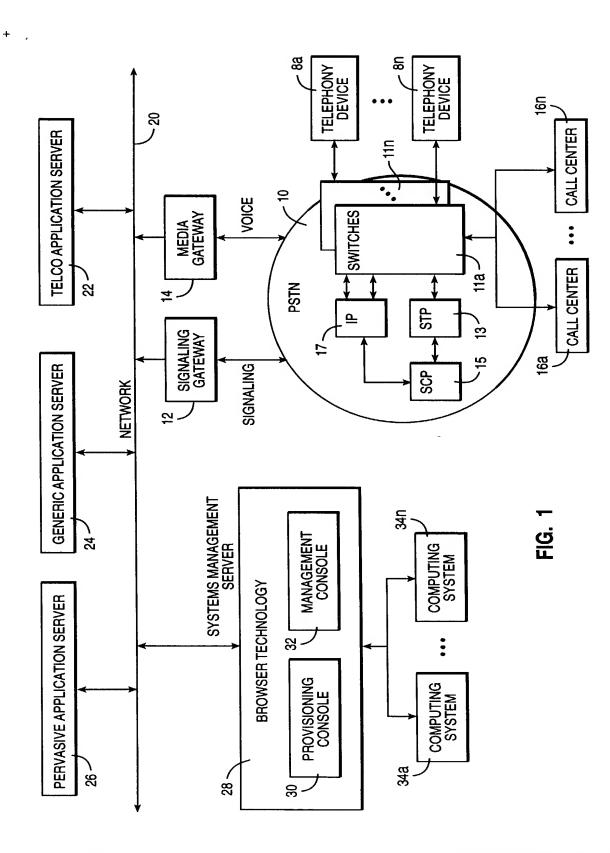
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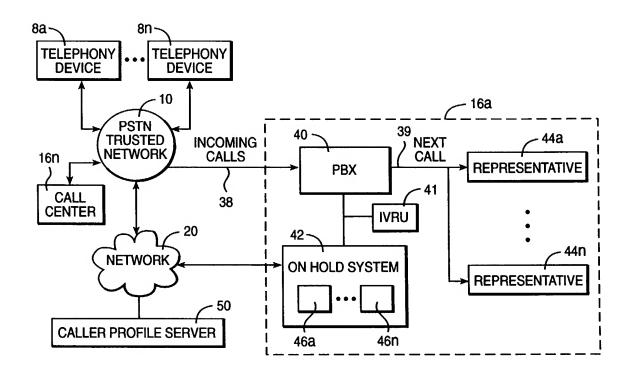


FIG. 2

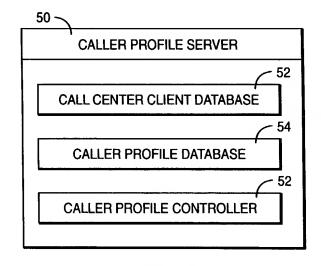


FIG. 3

. 31 (A)

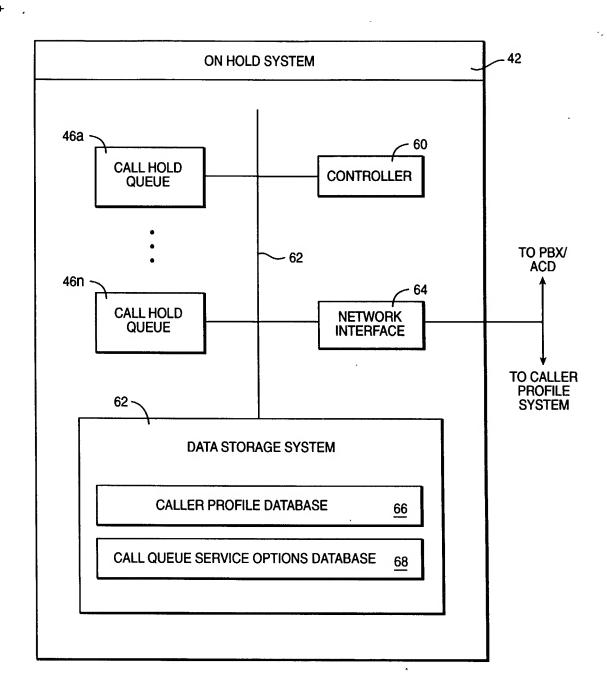


FIG. 4

- 70

CALLER PROFILE

**VID - JANE SMITH 500-00-000** 

MUSIC PREFERENCE: CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS GAME PREFERENCE : GROUP, TRIVIA

AGE: 30 SEX: F

EDUCATION: COLLEGE OCCUPATION: ADVERTISING SPECIAL NEED: NONE GEOGRAPHICAL REGION: 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

**MONTHLY WAIT HISTORY:** 

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

**5 MINS LIGHT ROCK MUSIC** 

10 MINS SPORTS NEWS CURRENT WAIT HISTORY

20 MINS QUEUE 1

-> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3 CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME: 10 MINUTES LONGEST TIME: 30 MINUTES SHORTEST TIME: 2 MINUTES

ON HOLD PTS = 20

**VID - JON DOE 600-00-000** 

**MUSIC PREFERENCE: JAZZ** 

**NEWS PREFERENCE: ENTERTAINMENT NEWS** 

**GAME PREFERENCE: CARD GAMES** 

AGE: 40 SEX: M

EDUCATION : GRADUATE OCCUPATION : LEGAL

SPECIAL NEED: PARTIALLY DEAF GEOGRAPHICAL REGION: 10

PRODUCTS:

BLOCKED BY CALLER MONTHLY WAIT HISTORY:

10 MINS ENTERTAINMENT NEWS, ET

20 MINS JAZZ, SONGS A-C 40 MINS JAZZ, SONGS D-G 5 MINS JAZZ, SONG H

40 MINS 3RD PARTY CALL 10 MINS 3RD PARTY CALL

**CURRENT WAIT HISTORY** 

10 MINS QUEUE 2 -> TRANSFER TO QUEUE 4 FOR ADDITIONAL QUESTION

5 MINS QUEUE 4 CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 5 MINUTES LONGEST TIME: 20 MINUTES SHORTEST TIME: 1 MINUTES

ON HOLD PTS = 20

FIG. 5

HOLD QUEUE INFORMATION - QUEUE #1 - HARDWARE ISSUES						
CALLER	POSITION	HOLD TIME	TIME WITH REPRESENTATIVE	REPRESENTATIVE		
512-33-000 411-00-111 311-00-111 333-00-111 222-00-111 222-00-222	* * * 1 2	60 MINS 50 MINS 45 MINS 44 MINS 30 MINS 29 MINS	2 MINS 20 MINS 5 MINS 1 MIN 0 MINS 0 MINS	JOE DUCK JAME DUCK TOM DUCK JOHN DUCK		
222-00-333	25	3 MINS	0 MINS			

VID 512-33-000 TRANSFERRED TO QUEUE #2 BECAUSE QUEUE #1 WRONG QUEUE FOR QUESTION ON HOLD POINTS = 30 = .5 (FOR WRONG QUEUE) \* 60 MINS

HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES					
CALLER	POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE	
111-00-111	*	40 MINS	5 MINS	BLUE DUCK	
222-00-111	*	35 MINS	4 MINS	RED DUCK	1
666-00-111	1 1	20 MINS	*	*	Į
777-00-111	2	18 MINS	*	*	
512-33-000	3	0 MINS	*	*	
$\overline{}$		1			1

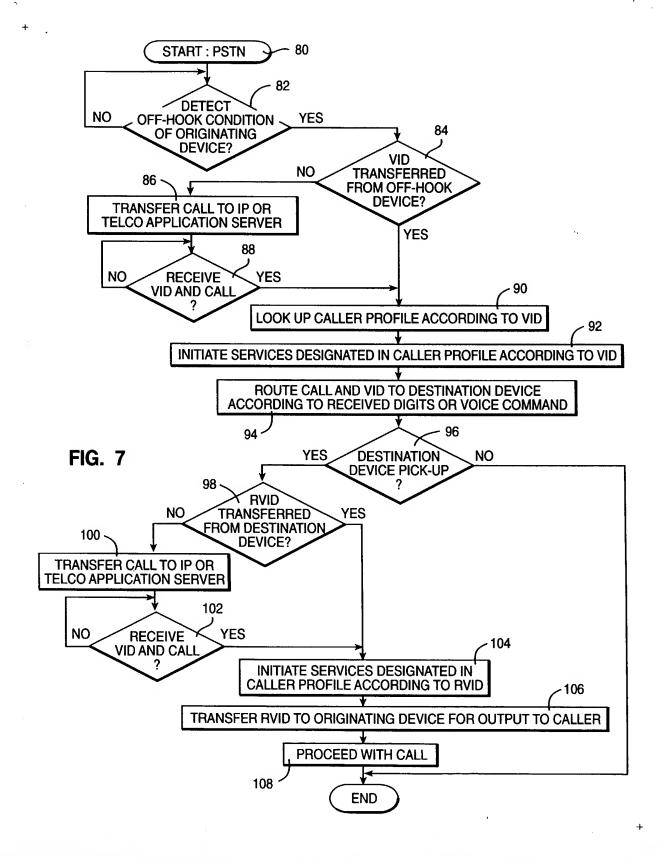
VID 512-33-000 WITH POINTS APPLIED TO QUEUE #2

HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES						
CALLER	POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE		
111-00-111 222-00-111 512-33-000 666-00-111 777-00-111	* * 1 2 3	45 MINS 40 MINS 5 MINS 25 MINS 23 MINS	10 MINS 9 MINS * *	BLUE DUCK RED DUCK * * *		

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FIG. 6

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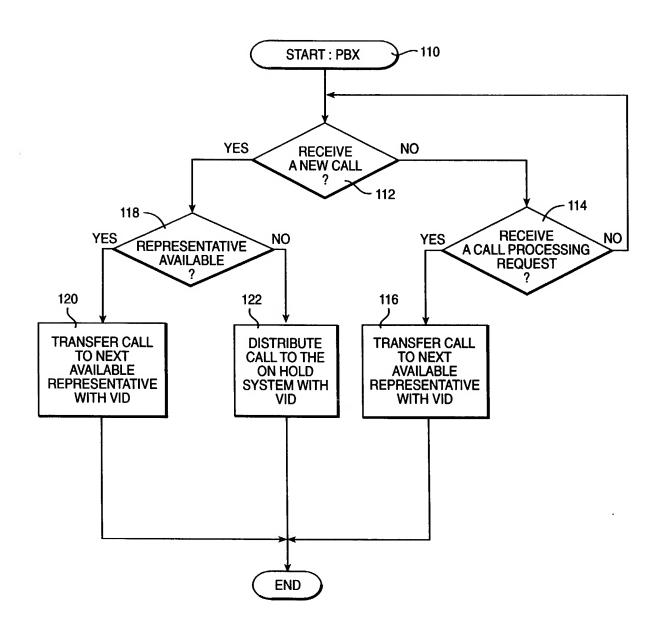
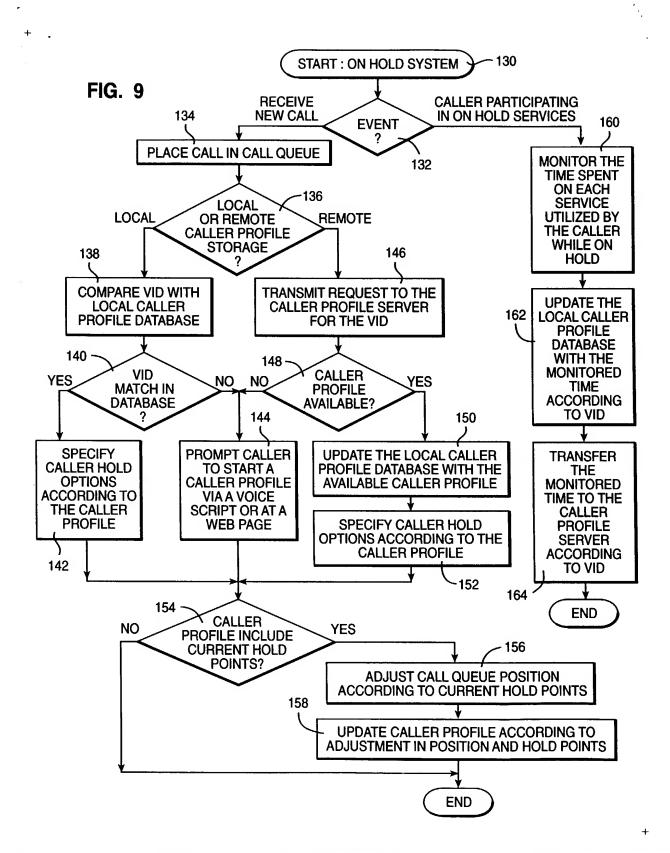


FIG. 8

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